



CALWEST UNIVERSITY

Course Type: **Core**

Course Code: **DBA 812**

Course Name: **Operations Management**

Faculty Name: **Prof Kashi Balachandran, PhD**

Contact information: via **'My Courses'** link on Tubeclases

COURSE SYLLABUS

Students please note that this is DBA Core course. Recognized Prior Learning (RPL) for this course will be recognized. Students may do this course by (a) studying the course via Tubeclases and using the (free) MOOC courses from leading universities as supplementary delivery vehicles of the course content (\$250 per course); OR (b) undertaking similar courses elsewhere (including accredited MOOC Courses) and having the assessments suitably externally proctored (via organizations such as ProctorU); and then applying to Calwest for credit towards their degree program (\$25 per course); OR undertaking similar courses elsewhere (including accredited MOOC Courses) and undertaking 'challenge exams' at Calwest university (\$250 per course). Students may also undertake similar courses in other accredited universities for credit (\$25 per course). Please note there are limits to the maximum credits allowed in doctoral programs.

1. Course Description

This course is designed for students who are thinking of doing a research project in business administration. This course will teach students how to analyze and improve business processes, be it in services or in manufacturing. Students will learn how to improve productivity, how to provide more choice to customers, how to reduce response times, and how to improve quality. Specifically, students will learn how to improve productivity, increase responsiveness, provide more choice to the customer, and deliver higher quality standards. In short, students will learn how to analyze business processes and how to improve them. Along the way, students will learn about topics such as Lean Operations, Six Sigma, and the Toyota production system, and hear about bottlenecks, flows rates, and inventory levels.

2. Learning Objectives

1. Students will gain an understanding of how to analyze and improve business processes, be it in services or in manufacturing.
2. Students will learn how to improve productivity, increase responsiveness, provide more choice to the customer, and deliver higher quality standards.
3. Student will review key areas of management from strategy setting to implementation through marketing and fund raising, and assessment.
4. Students will learn about topics such as Lean Operations, Six Sigma, and the Toyota production system, and hear about bottlenecks, flows rates, and inventory levels.

3. Learning Outcomes:

To successfully complete this subject, a student should be able to:

1. Apply decision-support tools to business decision making.
2. Apply knowledge of business concepts and functions in an integrated manner.
3. Apply knowledge of fundamental concepts of operations management.
4. Apply knowledge of approaches to operational performance improvement.

4. Prescribed Reading (Compulsory)

Lee J. Krajewski; Manoj K. Malhotra and Larry P. Ritzman, *Operations Management: Processes and Supply Chains*; Latest Edition, Prentice Hall, <http://www.pearsoned.com/>

5. Student Resource Requirements

- PC: A reliable computer running Windows XP or higher with 500 MB of RAM or higher
- Mac: A reliable computer running Mac OS 10 or higher
- Reliable high speed Internet connection (minimum 768 Kbps/128 Kbps)
- Web browser with Adobe Flash Player installed (Flash Player 10 or higher recommended)

6. Topic Outline

Topic No.	Topic	Text Book Chapter	Lecture Power Point
1	Using Operations to Create Value	1	1, Supp-A
2	Process Strategy and Analysis	2	2
3	Quality and Performance	3	3
4	Capacity Planning	4	4
5	Constraint Management	5	5
6	Lean Systems	6	6, Supp-B
7	Project Management	7	7
8	Forecasting	8	8
9	Inventory Management	9	9, Supp-C
10	Operations Planning and Scheduling	10	10, Supp-D
11	Resource Planning	11	11
12	Supply Chain Design	12	12
13	Supply Chain Logistic Networks	13	13
14	Supply Chain Integration	14	14
15	Supply Chain Sustainability	15	15

7. Assessment

There will be **Continuous Assessments** done throughout this course. All topics will have a **Topic Quiz** that needs to be satisfactorily answered prior to being allowed to access the next topic in the course. You are

allowed unlimited attempts in each Topic Quiz, so that you can master the topic before proceeding to the next. After completing all Topics (and Quizzes) your **Final Assessment** will be available for you to undertake online. There will be a time limit of *90 minutes* for the final assessment in which you will need to answer *80 multiple-choice questions* that will be randomly selected from the questions asked in the topic quizzes.

Please ensure that you have an undisturbed 90 minute time frame to undertake your Final Assessment; as after 90 minutes your work will be automatically submitted and graded.

There will be only one attempt provided for the Final Assessment.

The Final Assessment will form the over 80% of the weight given to your final course grade. The Balance 20% is obtained as an average of the scores you achieve in the Topic Quizzes.

8. Grading Criteria

Calwest University applies the following grading system in all courses:

A pass mark of 60% (grade of D which is a bare minimum pass) or above is required to satisfy the educational requirements of the university for completing the course. The grade assessments are as follows:

Below 60%: Fail	73-75% : C	85-88% : B+
60-64% : D	76-78% : C+	89-91% : A-
65-69% : D+	79-81% : B-	92-95% : A
70-72% : C-	82-84% : B	Over 95% : A+